Minutes

Name:	Colorado DRIVES County Requirements Clarification and Improvement Sub-Committee		
Meeting Date:	May 22, 2019	Organizer:	Trina McCray
Meeting Time:	1:30 pm – 3:30 pm	Location:	**Go To Meeting** 1 (872) 240-3412 Access Code – 264-104-285 https://global.gotomeeting.com/join/264104285

Purpose of Meeting

TBD

Attendance

Member	Organization	√	Member	Organization	√
Pam Nielsen Chair	Larimer County	√	Jason Salazar Co-Chair	Denver County	√
Brian Honeycutt	Broomfield	√	Tasha Gomez	Elbert	√
Sheri Davis	Douglas County	√	Nicole Jaramillo	Alamosa County	√
Lauren Silva	DOR-VSS		Eric Shannon	DOR-Controller	√
(Dylan Ikenouye as proxy for Lauren)		√	Wendi Milinazzo	Adams County	√
Cindi Wika	OIT	√			
Trina McCray	DOR-VSS	√	Dylan Ikenouye	DOR-VSS	√
Chris Hochmuth	DOR-VSS	√	Kevin Wyatt	Jefferson	
Sheri Sewald		√	Jenny Leigh Adler	DOR-VSS	√
Crystal Sandoval			Katya Eremich	DOR – VSS	√
Amanda Ross		√	Sonia Sandoval	DOR - AST	√
Kayla Pacheco			Ted Trujillo	DOR	√
Kevin Kihn	DOR-VSS		Renee Limmel		√

Michelle Martinez	DOR-Training	√	Dallas Schroeder	Elbert	
Crystal Solano		√	Patti Bender	Jefferson	
Barbara Galitz	Boulder		Pam Samora	DOR	√
Taylor Douglas			Jean Alberico	Garfield	√
Julie Fischer			Kelly Lundgrin	El Paso	
Tina Harris			Evan Scrutchins		√
Meredith Jordon		√	Kate Kirst		√
Jackie Harmon			Aarika Seat	FAST	
Jim Gilchrist	DOR-VSS		Katy Deboer		√
Mike Sexton			Stephanie Harrizon		
Nicole Leaver			Lori Fisher		
Katie Rhodes			Noelle Peterson		√
Jodi Rodriguez			Dina Smith	DOR-VSS	√

Meeting Minutes

1. Call to Order
    1.1 Roll Call – Trina McCray
2. Old Business
    2.1 Approval of Previous meeting's Minutes (03/27/19, 4/10/19, 04/24/19, 05/09/19)
    - Motion to approve all 4 meetings Minutes by Tasha with a second by Wendi. Unanimously approved.
    2.2 Past Action Items Review
        2.2.1 Correspondence options on DRIVES intranet - Pam to reach out to Kyle
            2.2.1.1 Repository for county/state communication letters (Outages)
                o Communications to develop a folder to place outage letter and other opportunities on the DRIVES intranet.
        2.2.2 Web page updates for E-Services – Jason
            o Tabled for next meeting
        2.2.3 MH search communication status - Lauren/Meredith
            o Info will come from Jim and then go to Kyle relaying steps to perform a SRO search
    2.3 Record searches hitting NMVTIS - when no record is found Lexis Nexis searches are a charge of $1.00. The fee should be looked into - Update on form changes and fee changes - Jim to check with Kyle

- Tabled for next meeting

2.4 Title Application process Update – Jim
- Tabled for next meeting

2.5 Clerk Hire Fee (to charge or not to charge $4.00 Dup Reg) – Kevin
- Discussion on implementing the $4 Clerk Hire Fee – should it be charged when doing a change, i.e. updating an address. In statute the fee can be changed for certificates. Discussion on the interpretation of a certificate. Kevin Kihn to clarify with a possible ruling on the matter. Tabled for next meeting for more discussion.

2.6 DV letter review
- 2.6.1 Fee Credits on Regular to DV and Military review after testing - Nicole/Lauren
  - Question on how credits are applied. Testing was done on updating registration and issuing a plate. It was found to credit the fees. Question posed about all counties being in agreement with the refunds. Michelle to send out a Training Document communication to show both scenarios. All committee members agreed with the decision.
- 2.6.2 VA Customer Communication Report - Kevin
  - Tabled for next meeting

2.7 Outage letter further review and modification per Governance – Pam
- Discussion on fraudulent use of the letter, notification sent to Police, space for a VIN or plate number, or a County seal placed on the letter and a cover letter placed with the letter, and the date of the outage. Pam to modify letter, add a cover letter and re-present.

2.8 SQR
- 2.8.1 Testing/Production Update – Lauren
  - Issues with testers volunteering and not responding to outreach. If you are a tester and cannot perform, please notify your availability so progress can continue. If a Manager would like to be notified with a staff member is requested to test they should let Lauren know so that they can be included in the email notification.
- 2.8.2 SQR Review, update on SQR Meetings – Lauren
  - Tabled for next meeting

2.8.3 Fleet Working Group status – Lauren
- Tabled for next meeting

2.8.4 E-Services Working Group status – Meredith
- Met once and are preparing screenshots of changes to represent the customer side.

2.8.5 Application Support Call Template – Sonia
- Compiled by the requests and suggestions from the counties. Template presented to the committee. OIT plans to implement in June.

2.8.6 Prioritizing SQR's - Urgent, Escalation, High etc. - Sonia
- Presentation on processing issues quickly when necessary. Presentations were shown and an overview given of how tickets are entered and moved along in the process and what constitutes a customer escalation issue. SQR's are still being evaluated by developers and determination is made if it's a training issue or need for SQR. FAST may reach back out for more information for assessment and then prioritization occurs. Reminder to contact by self-service or by calling in when issues are urgent.

2.8.7 CA Ticket Training - Amy & Sonia
- Presentation regarding submitting a ticket with instructions. The portal was explained. Q&A Documents presented and dispersed after this meeting.

2.9 Access Request processes and cancellations of accounts - Cindi

2.9.1 OIT Policy review
- Policies were provided prior. Working on updating the Access Request Form. Please send suggestions. Document to come next meeting for recommendations. Policies to be sent out again.

2.9.2 Process Flow
- Trina to send out again

2.9.3 Form a job aid?
- A job aide will be completed and presented when complete.

2.10 Security level group definitions - Brandon Davis and Amy Harrison

2.10.1 Clean-up of Admin issues - Brandon Davis

- o Brandon gave the presentation was shown again from May 9th meeting. There will be training needs when a solution is introduced. Document to be sent out again. Pam made a motion to accept solution #1 with a second by Sheri. Vote taken, unanimously in favor with all members who remained present. Missing was Jason Salazar and Nicole Jaramillo.
  - 2.10.2 3345192 - SQR 15821 - User security list - had at roll out - Brandon Davis
    - Is in the process for review and prioritization
      1. New Business
3. SQR Review if time allows
4. Open Discussion
   - Question about when form DR2186 will be updated. There is a workshop for counties in a couple weeks where counties can give their input.
   - Address confidentiality was addressed in daily update. Once an account is marked ACP no more action can be taken on the account so 2 representatives are needed in each office. Fill out the link that was posted in today's update and add individuals that are on the list. Communication will be more frequent. A signature will be needed but the authority hasn't yet been identified.
   - Question was posed regarding reviewing renewal notices before they go out in CVS. Is there a cutoff date for when this needs done? Sonia to investigate and notice the group.
5. Public Testimony
6. Assignment of Action Items
7. Next meeting SQR May 29, 2019
8. Adjourn at 3:44

Parking Lot Items for future meetings (scheduling pending):

1. DMV Proposal for Crediting of Vehicle Registration Fees and Taxes
   1. Redraft review – Adam (Leave on agenda - Review after system stabilizes)
2. Scoping Document and Service Desk Process - Sonia

3. Flow Chart of SQR process - Amy & Sonia
4. Equipment Requests
5. SQR 14388 - PWD permit project

Next Meeting					
Date:	June 5, 2019	Time:	1:30 pm	Location	**Go To Meeting** 1 (872) 240-3412 Access Code – 264-104-285 https://global.gotomeeting.com/join/264104285
Purpose:	TBD				